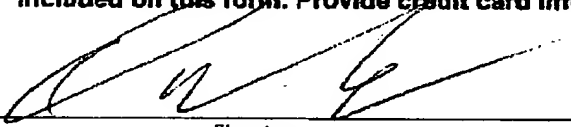


AMENDMENT TRANSMITTAL LETTER (Large Entity)				Docket No. 00356 (BLL-0038)	
Applicant(s): CHARLES E. REDDICK ET AL					
Application No. 09/898,573	Filing Date July 3, 2001	Examiner T. T. Vo	Customer No. 36192	Group Art Unit 2122	Confirmation No. 2886
Invention: SOFTWARE SUPPORT GUIDE SYSTEM AND METHOD					
RECEIVED CENTRAL FAX CENTER MAR 21 2005					
COMMISSIONER FOR PATENTS:					
Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	19 -	52 =	0	x \$50.00	\$0.00
INDEP. CLAIMS	3 -	4 =	0	x \$200.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00
<input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 06-1130 <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. <input type="checkbox"/> Payment by credit card. Form PTO-2038. WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.					
 Signature			Dated: March 21, 2005		
David A. Fox Registration No. 38,807 CANTOR COLBURN LLP 55 Griffin Road South Bloomfield, CT 06002 Telephone (860) 286-2929 Facsimile (860) 286-0115 Customer No. 36192			<div>I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on _____ (Date)</div> <div>_____ Signature of Person Mailing Correspondence</div> <div>_____ Typed or Printed Name of Person Mailing Correspondence</div>		
CC:					

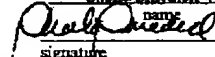
P11LARGE/REV09

**RECEIVED
CENTRAL FAX CENTER****MAR 21 2005****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: CHARLES E. REDDICK ET AL.)
Serial No. 09/898,573) Group Art Unit: 2122
Filed: July 3, 2001) Examiner: T.T. Vo
For: SOFTWARE SUPPORT GUIDE SYSTEM)
AND METHOD)

I hereby certify that this correspondence is
being transmitted to the United States Patent
& Trademark Office via facsimile to facsimile
Number 703-872-9306 on March 21, 2005

Sheila Smedick



signature

3-21-05

date

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO OFFICE ACTION

Applicants respectfully request consideration of the following remarks contained herein in response to the Office Action mailed December 21, 2004. Applicants respectfully submit that the remarks contained herein place the instant application in condition for allowance.